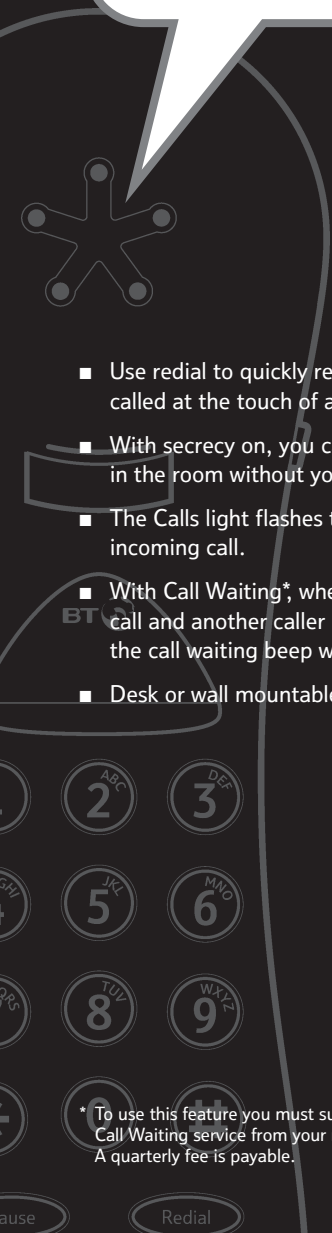
User Guide

BT DUET 20

Welcome…

to your BT Duet 20
Corded Telephone



- Use redial to quickly redial the last number called at the touch of a button.
- With secrecy on, you can talk to someone in the room without your caller hearing.
- The Calls light flashes to indicate an incoming call.
- With Call Waiting*, when you are already on a call and another caller is trying to get through the call waiting beep will sound to alert you.
- Desk or wall mountable for your convenience.

* To use this feature you must subscribe to a Call Waiting service from your network provider. A quarterly fee is payable.

Getting started

Connecting the handset and line cords

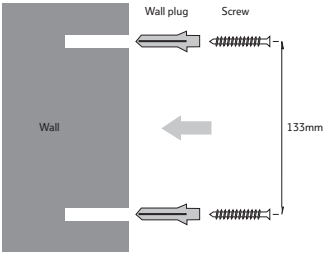
1. Plug one end of the handset cord into the handset socket and the other end into the socket at the end of the base.
2. Plug the telephone line cord into the socket on the underside of the base. Plug the other end into the telephone wall socket.

- If you want to use the phone on a desk or similar surface, press the telephone line cord into the groove on the underside of the base so that the phone sits flat.

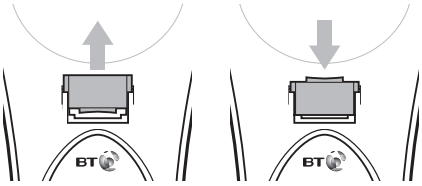
  If you want to wall mount the phone see the following section.

Wall mounting your phone (optional)

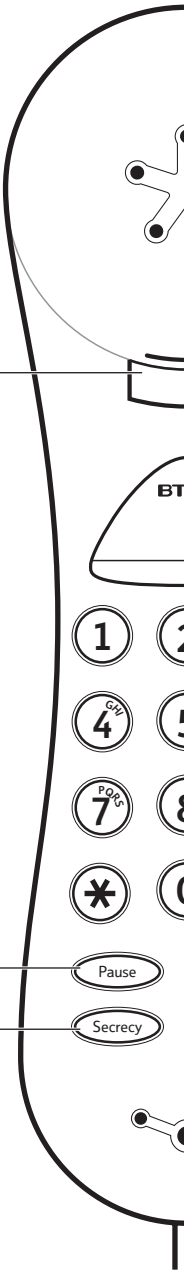
1. Drill two holes in the wall 133mm vertically apart.



2. Insert the wall plugs into the holes, then drive in the screws. Leave approximately 5mm of the screw head protruding from the wall to hold the base securely in place.
3. Slide out the handset hook on the base, rotate it 180° and replace it. The handset will rest on the hook when wall mounted.



Getting to know your p



Hook switch
Lets you make a follow-on call without replacing the handset.

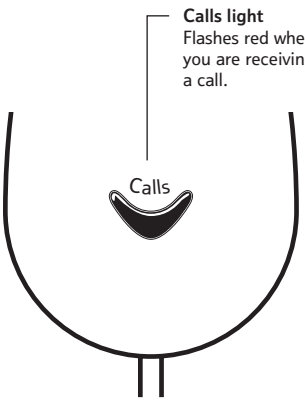
If wall mounted, allows your handset to rest securely on the base.

Pause
Press to enter a pause.

Secrecy
Allows you to speak to someone nearby without your caller hearing you.

phone

Ringer High/Low/Off switch
Lets you select the preferred ringer volume.



Calls light
Flashes red when you are receiving a call.

Redial
Redials the last number called.

Call Waiting*/Recall
When you hear the Call Waiting beep, press to accept the waiting call.

Use Recall with some BT Calling Features and with switchboards.

* To use this feature you must subscribe to a Call Waiting service from your network provider. A quarterly fee is payable.

Using the phone

Make a call

1. Lift the handset and wait for the dial tone.
2. Enter the telephone number and it will be dialled.

End a call

1. Replace the handset to end a call.

   Or

   Press the hook switch to make a follow on call.

Receive a call

1. When you receive a call, the phone will ring and the red Calls light will flash.
2. Pick up the handset to answer the call.

Redial

1. Press Redial. The last number called is automatically redialled.

Secrecy

1. *During a call*, press *and hold* Secrecy. Your caller cannot hear you now.
2. *Release* Secrecy to resume your call.

Ringer volume

1. Adjust the switch to your preferred volume, **High**, **Low** or **Off** (if you do not want to be disturbed).

Call Waiting

■ **Please note**
To use this feature you must subscribe to a Call Waiting service from your network provider. A quarterly fee is payable.

When you are on a call and another caller is trying to get through, the Call Waiting beep will sound to alert you.

1. Press Call Waiting to put your current call on hold and accept the waiting call.
2. Press Call Waiting again to alternate between the two calls.

General information

Safety

- Clean the phone with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.
- Do not expose to direct sunlight.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.

Guarantee

- **For your records**

  Date of purchase: .....

  Place of purchase: .....

  Serial number: .....

  For guarantee purposes proof of purchase is required so please keep your receipt.

  Your BT Duet 20 telephone is guaranteed for a period of 12 months from the date of purchase.

  Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Duet 20, or any component thereof, which is identified as faulty or below standard, or as a result of inferior workmanship of materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you contact BT's approved repair agent, TecLogic on 01672 564444 or a local qualified repairer.

Returning your phone

Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the sender.

BT accessories and replacement items

For a full range of accessories and replacement items for BT products, please call 0870 240 5522 or visit **www.withandwithoutwires.com**.

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your BT Duet 20 has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephone may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

Declaration of Conformance

Hereby, PDT, declares that this BT Duet 20 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The Declaration of Conformance for the BT Duet 20 is published on the website:
http://www.pdtuk.com/archive/certificates/duet/d20cert0001.html

Switchboard compatibility

This product is intended for use within the UK for connection to public telephone network and compatible switchboards, which support tone dialling and timed break recall. If in doubt please consult your network service provider.

Switchboard external line access code

When connected to an internal switchboard, you may need to enter an access code (e.g. 9) to get an outside line. So that the switchboard has time to pick up an outside line, you may also need to add a pause after the access code. A ‘pause’ lasts 3.6 seconds.

To insert a pause

1. Begin dialling a number and press Pause where a pause is required.

- You may also need to insert a pause when dialling international numbers, charge card numbers and with other tele-banking facilities.

Recall

The Call Waiting Recall button is used when connected to certain switchboards, for example to transfer calls, and for some BT Calling Features or those services available via your network provider.

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Offices worldwide

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